

Children' Bible Ministries [CBM] also operating as Camp Raglan

Complaints policy document

Rationale:

Children's Bible Ministries and Camp Raglan recognises the importance of having a policy and set of procedures relating to any complaints that are made against it or the people working for it.

Purpose:

To have a fair policy and set of procedures for situations where complaints cannot be resolved between the parties themselves.

Procedures:

The grievance procedure will be exercised in a way that will ensure any person/organisation complaining has the opportunity to be heard and treated fairly, and that the complaint will remain confidential to the parties involved.

The procedures are to be worked through step by step. The procedures can be ended at the completion of any step, so long as both parties are satisfied. If not, continue to the next step. At any point of intervention, all parties have the right to have their supervisors and/or advocate and/or whanau/family support present.

Note that there is a process for "General Complaints" and a separate process for complaints relating to "Physical, Emotional, Sexual Abuse and/or Sexual Harassment or neglect"

General Complaint's process:

Step 1: If a person has a complaint against CBM or Camp Raglan they should first approach the CBM Director who will attempt to rectify the situation. If the complaint is against this person then the complainants should contact the CBM Trust Board who will attempt to rectify the situation

Step 2: If you are not satisfied, complete a written description of the grievance on the complaints form available from the CBM office (Copy of the form is attached)

All written complaints will be looked into initially by the CBM Director [or the CBM Trust Board if the complaint is against the CBM Director] who will respond to the complaint in whatever way is deemed the most appropriate. A written response will be sent detailing what action has been taken in response to the complaint.

Note: This written grievance is a private document and will be seen only by the CBM Director / Trust board, the independent mediator and the person/organisation the complaint is directed at.

Process: The CBM Director / Trust board reads and discusses the complaint at their next meeting.

The person/organisation that the complaint is about is notified of the complaint and given an opportunity to read the written complaint and respond to the CBM Director / Trust board.

If the CBM Director / Trust board is unable to resolve the complaint at this stage, it moves to **Step 3**.

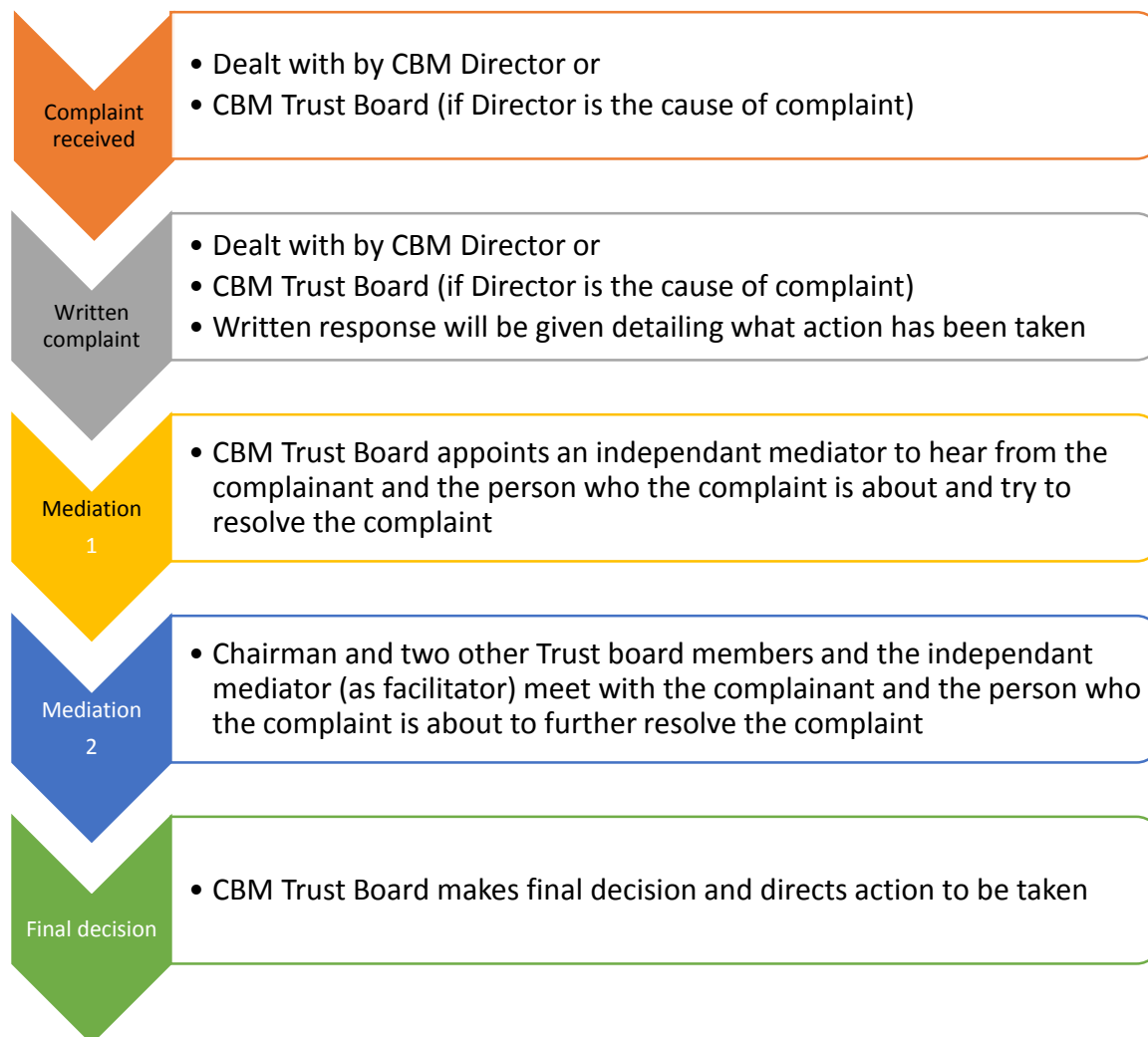
Step 3: If the complaint has not been resolved to this point by the CBM Director it is to be referred to the CBM Trust board who will bring in an independent mediator to hear from the person/organisation making the complaint and the person/organisation the complaint is against. The person/organisation making the complaint will be given two dates to choose from, and a meeting will take place within two weeks of the Trust board meeting.

If mediation is not successful, the complaint moves to **Step 4**.

Step 4: Three members of the Trust board, including the chairperson, meet with both parties together with an independent mediator as facilitator, within two weeks of the previous meeting. From this meeting the three Trust board members will make a final decision and direct any action to take place. The person/organisation making the complaint will be able to choose from two dates for the meeting.

The three members will report the decision to the rest of the Trust board, the person/organisation making the complaint and the person/organisation complained against, within one week of the previous meeting.

CBM General complaints procedure – Flow Chart

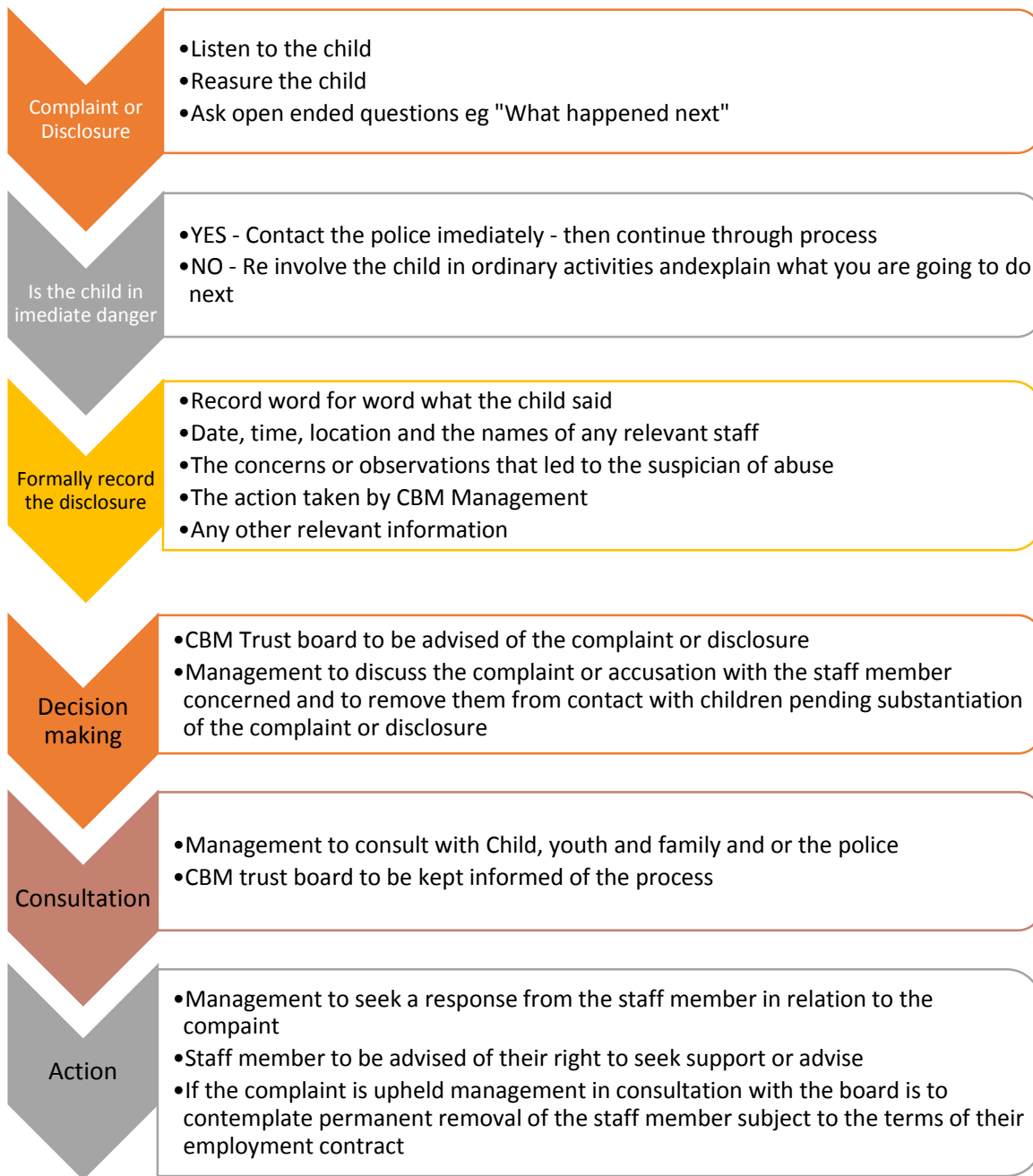


Physical, Emotional, Sexual Abuse and/or Sexual Harassment or neglect process

When an allegation is made against a member of staff

All matters involving allegations against staff need to be escalated to the management team. To ensure the child is kept safe, management may take steps to remove the staff member against whom an allegation has been made from the environment, subject to the requirements of individual employment contract and relevant employment law.

CBM Physical, Emotional, Sexual Abuse and/or Sexual Harassment or neglect complaints procedure – Flow Chart



Storage of records: All records relating to complaints are to be stored for future reference preferably in a case file and will include – The report of disclosure, Advice given, Recommendations and Action taken

Points to note:

- Confidentiality is essential
- An incident log is kept of ALL proceedings following initial disclosure or complaint
- Avoid making Judgement, simply record the facts
- Documentation may be subsequently be used in court as evidence for either side



Confidential Incident Report Form

(To be completed immediately following disclosure and given to CBM Director within 24 hours)

(Person completing this report)

Your Name: Your Contact Details

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.....

Record how you became aware of this situation.

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Describe any Injuries seen on the child.

.....

Describe the present behaviour of the child

.....

Briefly describe the Nature of Abuse disclosed to you or others:

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The Child - Young person making this Disclosure:

The Child – Young Person’s Name(s) Their Date of Birth.....

Usual Home Address

Present Address/ Current whereabouts

Name of Parents/ Caregiver and their contact details

Names of Siblings

Location of Abuse:

Names of others who may have witnessed this abuse:

.....

Name of the alleged abuser (only if disclosed):

Please record why you think this child is at risk **or** what has been observed **or** what information has been received by whom, when, where **and** who else may have been affected.

Signature of person making report: _____

Date referred to CBM Director _____

Date referred to CBM Board _____

Action Plan: _____
